SymKey Claims Module Capabilities

Authorization Matching
Choose the applicable authorization if multiple records exist or identify that there is no authorization on file and deny for "No Authorization"

Override Payment Amounts & Adjudication Fields
Override the adjudicated payment amounts and adjudication information present on claim lines

Add/Override Adjudication Codes
Approve, deny, and pend claim lines by overriding their adjudication code statuses

Change Claim Status
Change Claim Status function to override all line statuses to Approve or Deny the entire claim

Add & Edit Claims Information
Enter new additional information lines on the claim or edit existing lines

Reprocess Claims
Reprocess duplicate claims, Retroactive Fee Schedule, New Service Codes, External Pricers, or Audited Claims

Adjudicate Claims
Utilize CAPS Adjudication functions to re-adjust claims and clear adjudication

Add Claim Notes
Add consistent detailed notes to claims, assigning selections to any available note fields

Hospital Workflow Examples

1. **Hospital PT:**
   Allow one flat fee payment per day. SymKey applies the highest allowable copay to the first charge line and distributes the remaining balance among the other lines.

2. **COB**
   Apply prior paid adjustment amounts, copays, coinsurance, non-payable expenses, and contractual write-off amounts on the claim detail lines.

3. **Deny Exact Hospital Dup**
   Enhance the duplicate process by leveraging a more stringent matching criteria to identify and deny claims flagged as DUP, EDP, or HDP.

4. **Not Exact Hospital Dup**
   Identify 'Not Exact Duplicate' claims, adds a 'Note Subject,' and provides source notes explaining the determination.

UPHP UPPER PENINSULA HEALTH PLAN

Based in Marquette, MI, Upper Peninsula Health Plan (UPHP) is a managed care and provider service organization serving Medicaid, dual, and Med Ad members.

Currently have **23** scenarios running in production:

Professional	Institutional

Unique Claims Seen:

98,208	125,761	108,161
2020	2021	2022

On track to exceed 2021 based on current average.
Projected to exceed 128k in 2022.

"Knowing that we have SymKey for reprocessing projects is a relief because, without SymKey, reprocessing a bulk volume of claims while maintaining a current inventory can feel quite overwhelming."

Katie Cornell,
Claims System Manager